LUG Light Factory Ltd.
Producer of Professional Lighting Fittings

General warranty conditions for lightning products distributed by LUG Light Factory Sp. z o.o.

1. Definitions

Guarantor - LUG Light Factory sp. z o.o. 65-127 Zielona Góra ul. Gorzowska 11

2. General conditions

LUG LIGHT FACTORY, hereafter referred to as LUG, based in ul. Gorzowska 11, 65-127 Zielona Góra, Poland, registered under the number KRS 0000290498, grants a warranty for products/luminaires sold under conditions described in this document.

LUG guarantees that, if used in accordance with the respective user manuals, the abovementioned products will retain their proper function at least within the granted warranty period; with reservations as per below.

The Guarantor grants the following warranty for his products:

- 5 years – LUG products containing LED light sources (with the exception of the LUGBOX range); under the condition that the buyer purchasing LUG luminaires has successfully registered the project on the LUG website and the registration has been confirmed by the Guarantor;
- 5 years – the FLASH DQ range – under the condition that the buyer purchasing FLASH DQ luminaires has successfully registered the project on the LUG website and the registration has been confirmed by the Guarantor;
- 3 years – the FLASH DQ range;
- 3 years – LUG products containing LED light sources;
- 3 years – the LUGBOX range;
- 2 years – standard LUG lightning products;
- 1 year – LS luminaires;
- 1 year – emergency lightning;

To register a project, please visit: http://www.lug.com.pl/Strefa_partnera

3. Deadlines

The project needs to be registered no later than within 60 days from purchase.
The warranty period starts on the date of purchase.

The warranty is only valid for luminaires used in a correct manner and installed by qualified personnel according to instructions given in catalogues, information brochures and user manuals. Luminaires under warranty must not be exposed to potentially damaging mechanical and chemical factors and the room temperature and the working voltage must not exceed nominal values indicated by the manufacturer.
Not adhering to the abovementioned rules or any other rules and conditions described in this document voids the warranty.

4. Wear and tear

The warranty does not cover wear-and-tear parts, such as light sources, starters, capacitors and similar.

The warranty also does not cover changes related to the normal ageing process of the products, such as the yellowing of lampshades or the matting of varnished surfaces, which can happen overtime or as a result of weather conditions.

Furthermore, the warranty does not cover the following:

- Faults that can be attributed to incorrect use and handling of the products;
- Faults that can be attributed to a third party tampering with the product; this applies in particular to fitters of products under warranty;
- Faults that can be attributed to events beyond LUG's control; this applies in particular to cases of *force majeure*;
- Faults that can be attributed to the product being affected by chemical, thermal, mechanical, light and other factors, to which it should not have been exposed according to the user manual, the technical know-how and standard experience.

5. Complaint procedure

Complaints are to be made using the form provided on the manufacturer's website.

http://www.lug.com.pl//Dla_Hurtowni_Elektrotechnicznych

The Customer fills in the form, which is then to be emailed to: reklamacje@lug.com.pl, faxed to: +48 68 45 33 201 or sent via post to the correspondence address of the Guarantor.

Complaints are only investigated if proof of purchase, such as an invoice or a receipt, is attached.

It is the warrantee's duty to deliver the item to the manufacturer.

6. Remedies

If the complaint is deemed valid, the Guarantor covers the postage fees; this can only happen under the condition that the warrantee has contacted the Guarantor's Complaints Department (tel. +48 68 45 33 200, fax. +48 68 45 33 201, email: reklamacje@lug.com.pl) and obtained their approval for the proposed shipping method and fees.

The Guarantor shall not cover any additional costs in connection with the fault removal.

The Guarantor's liability is limited up to the maximum of the value of the product.

If the complaint is deemed to be invalid, it is the warrantee's duty to arrange for the product to be collected. Should the product remain uncollected after the Guarantor has issued an appropriate notification, the Warrantee will be obliged to cover all costs arising in connection with the storage of the product or with sending it back.

The warranty covers neither the costs arising in connection with the disassembling or assembling of the faulty product nor with any possible damages caused by the need to disassemble the product, with delivering it to the Guarantor, with reassembling the product or the temporary lack of access to using it.

The Guarantor shall investigate the complaint within 14 days from the date of the product being delivered to his premises. The Warrantee will be notified of the results of this investigation in writing, on the phone, via fax or email.

Should the complaint be deemed valid, there shall be two possible courses of action for the Guarantor:

- to replace the faulty product with a new one that is free of faults, or
- to repair the faulty product free of charge.

The remedy shall be selected by the Guarantor at his discretion.
If any parts of the product are replaced as a result of the complaint, there is no new warranty period on the spare parts provided. LUG retains the right to replace the components with refurbished ones.

7. Other conditions

The total operating time for luminaires must not exceed 4300 hours per year.

The warranty does not cover changes in the luminous flux intensity up to 0,6%**/**1000h throughout the lifetime of a product; it also does not cover changes in the light colour of LED modules.

For light parameters of new LED modules there is a tolerance allowance of +/- 10% for luminous flux, light colour and light efficiency.

For electronic components (power supplies, control units, ballast units, LED modules) the warranty only covers damages that go beyond the normal nominal failure rate for such components, which is 0.2% per 1000 operating hours.

The above warranty conditions do not void, limit or suspend any end customer rights in connection to the lack of conformity of the goods delivered.

Details of the warranty and its conditions can be found at: http://www.lug.com.pl/OWS

Contact details:

Dział Reklamacji
Ul. Gorzowska 11
65-127 Zielona Góra
Tel.: +48 68 45 33 200
Fax : +48 68 45 33 201